

Welcome to WSC!

For program information and FAQs, start by visiting our web site at <http://wsc/>

How You Can Help

- Help us identify high and low priorities as we begin the program
- Complete ticket surveys when work is completed to help us with tracking
- Send any questions, suggestions and/or feedback to workstations@lbl.gov
- Please be as patient as possible as we get started. Thank you!

A Note About Printers

Printer Support

HP LaserJet printers at LBNL are supported under a service contract—contact the Help Desk to determine whether your printer is covered. InkJet printers are not supported.

How to Get a New Printer

Printers covered by WSC must be network connected – personal printers are only supported for users that need privacy and security (HR, for example). The appropriate HP LaserJet model will be selected based on your requirements for black and white or color, speed, etc.

Workstation Standardization and Centralization

*What WSC Means For LBNL Lab
Support Organizations*

<http://wsc.lbl.gov/>



How to Get Support

There are four ways to get help for your workstation or printer:

- Enter a web ticket at <http://help/>
- Call the IT Help Desk at xHELP (x4357)
- Send email to help@lbl.gov
- Contact your local support person directly, if none of the above meets your specific needs.

In addition, to check the status of a submitted ticket, use the Ticket Lookup link referenced on the help web site.

Contact help to set up a new employee or for conference room assistance. (Please provide three days notice). Note: No project ID is required to cover support for your primary or secondary workstations, standard, commonly used software. You may need to provide a project ID to cover the support for some special purpose systems.

How to Get a New Computer

(Or printer, software, upgrade, etc.)

- Primary workstations will be replaced on a planned schedule (desktops every 4 years, laptops every 3 years). IT will contact you when a replacement is scheduled. Prior to installation, please identify any additional hardware or software you will need. Original media or other proof of license will be required to transfer software from another computer. Supervisor approval and a project ID may be required for new software purchases.
 - For a description of the current standard desktop and laptops see <http://www.lbl.gov/ITSD/computer-store/> (or follow link from Workstation tab in WSC web site)
 - For a description of the software load included with your new computer see <http://www.lbl.gov/IT/CIS/home/info/standards/software.html> (or follow link from Workstation tab in WSC web site)
- Your primary monitor will be replaced approximately every 6 years. CRTs will be replaced first then flat panel monitors based on age and size. The standard monitor is a 19" flat panel.

- For all other requests complete a help request and include the justification. IT may ask you for an approval from your supervisor and a project ID. If your supervisor approves the need, WSC-covered costs include:
 - An upgrade or replacement for a primary computer that no longer meets your requirements
 - A new standard primary monitor
 - An upgrade to standard software required by your job
 - You will need a project ID for everything else

How to Borrow a Computer

- Loaner laptops are available and soon will be reserved through Calendar. Go to the link from the Workstation tab on WSC web site.
- Desktops can also be borrowed for short term needs. Please request a help ticket (see the How to Get Support section), and provide at least three days notice.